

Job Description

POSITION TITLE: Spa Coordinator

Position Description: Responsible for providing superior customer service and sales in all aspects of the Medical Spa to ensure that clients receive a memorable and satisfying experience.

Qualifications

- High School Diploma
- 1+ year(s) experience in a spa/salon environment and sales
- Proficient in Microsoft Office (Outlook, Excel, Word)
- Experience with Millennium software preferred
- Ability to communicate professionally and effectively with all levels of staff, clients, involved physicians and community

Job Responsibilities

- Anticipate, identify and ensure client needs are being met in a friendly and professional manner while ensuring their complete comfort and satisfaction
- Efficiently and cordially answer phones educating clients on services/products
- Provide thorough and knowledgeable explanations of medical spa and products in order to optimize customer satisfaction
- Schedules and confirms all appointments according to spa protocols in order to ensure smooth and efficient workflow
- Check clients in and out using software system
- Perform sales transactions and daily cash-outs following company protocols to ensure high standard of accuracy
- Responsible for opening and closing the medical spa following standard operating procedures
- Exhibit a professional attitude, diplomacy and an ability to handle difficult situations
- Maintain a beautiful physical environment in all the areas of the medical spa
- Provide accurate, appropriate and immediate responses to all requests by clients, ensuring complete customer satisfaction and discusses concerns or problems immediately with management
- Knowledge and understanding of medical spa services and of medical-grade skincare product lines carried
- Maintain appropriate communication and good interpersonal skills with management, staff and clients to ensure coordinated efforts and provision of high quality service and customer satisfaction
- Provide thorough and knowledgeable explanation of all procedures and services in order to maximize each sale and optimize schedule for appointments
- Perform tours to visitors with explanation of all procedures and services, including retail, offered with goal to acquire sale of service appointment and promote retail sales
- Exhibit a professional attitude, diplomacy and an ability to handle difficult situations in a timely manner
- Participate in general staff meetings, planned seminars/events and/or educational trainings as scheduled
- Maintain a polished and professional personal image

Staff members may be required to perform additional job-related duties as assigned by management.

It is the policy of Vito Quatela, MD, PLLC to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information, or any other protected characteristic under applicable law.

Job Type: Full-time

Salary: From \$20.00 per hour

Benefits:

- 401(k)
- Dental insurance
- Employee discount
- Flexible spending account
- Free parking
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Vision insurance

Healthcare setting:

- Private practice

Medical specialties:

- Dermatology

Schedule:

- 10-hour shift
- 8-hour shift
- Monday to Friday
- Weekends as needed

Experience:

- Customer service: 1 year (Preferred)
- Medical terminology: 1 year (Required)
- Computer skills: 1 year (Required)

Work Location: In person